

## Appendix P

### Dispatch Reference

#### Dispatch Center Local Mobilization Guide/Dispatch Operating Plan

The dispatch local mobilization guide/operating plan will contain or provide reference to the following elements and procedures. These elements or procedures may exist in other plans or references in the local dispatch office.

- **Organization**
  - Chain-of-command/table of organization for the center, local agencies and cooperators
  - Notification process/procedures; roles/responsibilities, etc.
- **Dispatch Operations**
  - General information
  - Dispatcher roles and responsibilities
  - Procedures for each functional area (Coordinator On Duty, Overhead, Crews, Equipment, Aircraft, predictive services, etc.)
  - Dispatcher training and qualification requirements
  - Dispatch Center Staffing Plan
    - Call-out procedures for additional personnel in emergency situations
    - Designation of duty officer for dispatch center.
    - Shift limitations and day off/EFF hiring
  - Procedures for dispatch of resources off unit
- **Daily Duties**
  - Check-in/out of administrative/fire personnel
  - Procedures for gathering and disseminating intelligence and Weather/briefings
  - Verification of initial attack response levels
  - Verification of status of suppression resources
  - Preparedness level establishment and verification
  - Procedures for providing information to the field about Suppression/Support Resource availability, radio frequencies to be used; burning conditions/fuel types; weather forecast updates; local fire activity; agency policies, fire activity, incident updates, weather updates, resource status
  - Procedures for recording radio traffic, key events, and other information in a format accessible to all personnel (e.g., COD Notes, Shift Briefs)

- **Initial Attack/Response Plan Elements**
  - Preplanned dispatch plans, Run-cards, and dispatch procedures
  - Management notification of a reported fire
  - Procedures for identifying preparedness levels
  - Process for assessing the appropriate response
  - Identification and notification of resources to respond
  - Cooperator support and planned response
  - Communications procedures
  - Procedures to follow when activity exceeds the initial attack/response plan
  - Aviation procedures
  - Incident name protocols
- **Emergency Operations (Fire/Non-fire)**
  - Notification of a reported incident
  - Jurisdiction verification
  - Response plan activation
  - Agency and area notification
  - Move-up and cover procedures
  - Call-back procedures
  - Evacuation of incident area
  - Closing public/private roads
  - Ordering additional personnel, equipment, and aircraft
  - Fire Weather Watch and Red Flag Warning notification
  - Temporary Flight Restrictions (TFRs)
  - Agency duty officers (roles and responsibilities)
  - Aviation Mishap Response Guide
  - Utility company notification (power and gas)
  - Law enforcement dispatching procedures/requirements
  - HazMat/spill response notification procedures
  - Local government requesting all-risk assistance
  - Search and Rescue
- **Local Agreements**
  - Copies of all interagency or inter-unit agreements and associated annual operating plans that govern the use of fire management resources
  - Maps delineating areas of responsibility for fire suppression coverage

- **Communications**
  - Procedures for assigning/managing local radio frequencies
  - Procedures for obtaining additional frequencies
  - Maps of repeater sites
  - Instructions for using local dispatch radio consoles, phones, computers, fax machines, paging systems, etc.
    - ***BLM** – The BLM National Radio Operations Branch internal website hosts radio and frequency policy documents and related information. The internal website is <https://sites.google.com/a/blm.gov/nrob/>.*
- **Weather**
  - Procedures for Processing of weather observations via Weather Information Management System (WIMS)
  - Daily posting and briefing procedures
  - Broadcasts of fire weather forecasts to local fire suppression personnel
  - Procedures for processing spot weather forecast requests and disseminating spot forecasts to the field
  - Procedures for immediate notification to fire suppression personnel of Fire Weather Watches and Red Flag Warnings
- **Fire Danger**
  - Locally significant fire danger indices and recording of those values daily
  - Procedures for update and posting of monthly the seasonal trends of those values versus seasonal averages
- **Briefings**
  - Time frames and frequencies/locations for daily briefings
  - Method for documenting briefings (time given, content of briefing, and person(s) conducting and receiving briefing)
- **Preparedness Levels**
  - General information relating to the local preparedness plan:
    - Procedures for identifying preparedness level
    - Notification to management
    - Dispatching roles and responsibilities at each preparedness level
  - Trigger Points
    - Specific triggers that cause the preparedness level to move up or down, such as number/size of fires, amount and type of resources available/committed, regional/national fire situation, condition of local fuels, observed fire behavior, human-caused risk or predicted lightning activity level, etc.

- Specific actions tied to each preparedness level, such as extended staffing, prepositioning of suppression resources (crews, engines, airtankers, smokejumpers, etc.), the activation of local Multi-Agency Coordination (MAC) groups, making contact with other agencies, and hiring of call when needed (CWN) aircraft, emergency equipment rental agreements (EERA), or administratively determined (AD) pay plan crews
- **Aviation**
  - Ordering/scheduling requirements and procedures
  - Special use airspace
  - Special use mission requirements
  - Incident/accident reporting and documentation procedures
  - Flight management/tracking procedures
- **Expanded Dispatch Plan**
  - Indicators for considering establishment of expanded dispatch
  - Recommended organization and points of contact
  - Overhead positions to order
  - Location/facilities, equipment/supplies, support needs
  - Procurement or buying unit team considerations
- **Service and Supply Plan**
  - Current copies of competitive Incident Blanket Purchase Agreements (I-BPAs)
  - Source lists for incident-only sign-ups
  - Protocols for the use of Dispatch Priority Lists (DPLs)
  - Protocols for incident business coordination with agency administrative personnel
  - Contact lists and hiring procedures for AD or non-fire personnel, ground, and logistics support
  - A list of locations for use as Staging Areas, Mobilization Centers, and Incident Command Posts (where applicable)
  - Procedures for Local and Geographic Area Cache ordering
  - Commercial travel procedures (including instructions on the use of the agency corporate travel cards)
  - Incident Management Team and Buying Team mobilization

**Administrative Items**

- Funding; travel; time sheets; fire reports, etc.
- Procedures for completing and archiving fire records
- Procedures for mobilization of critical incident stress debriefing teams

**Medical Plan**

- Criteria/definitions; agency notification and documentation requirements
- Procedures for Emergency Medical Response and notification
- Activation/evacuation information
- Medical facility locations and phone numbers
- Air and ground transport (Medevac) capability
- Burn center information

**Media Plan**

- General procedures
- Notification requirements to agency external affairs personnel
- Routing for media calls

**Required Reference Materials**

All coordination/dispatch centers will have the following reference materials available:

- *National Interagency Mobilization Guide*
- *Geographic Area Mobilization Guide*
- *Interagency Standards for the ROSS Operations Guide*
- *Interagency Standards for Fire and Fire Aviation Operations*
- *WIMS User Guide*
- *National Predictive Services Handbook*
- *Interagency Situation Report User's Guide*
- *ICS – 209 Program User's Guide*
- *North American Emergency Response Guidebook (DOT)*
- *Interagency Helicopter Operations Guide*
- *Aircraft Identification Guide*
- *Interagency Air Tanker Bases Directory*
- *Interagency SEAT Operations Guide*
- *Interagency Aerial Supervision Guide*
- *Interagency Smokejumper Operations Guide*
- *National Retardant Contract*
- *Interagency Call When Needed Helicopter Contract*
- *Interagency Airspace Guide*
- *Interagency Air Tanker Base Operations Guide*
- *Military/National Guard Operating Plan (if applicable)*

- Aviation Safety Plans
  - AP1B
  - Frequency Guides
  - National Regional/State/Local Aviation Plans
  - Local airport, SEAT base, air tanker base, helibase and smoke jumper base locations
  - Current and complete *Interagency Aviation Mishap Response Guide*
  - *National Food Service Contract, NFES 1276*
  - *National Shower Facilities Contract, NFES 2729*
  - *National Incident Radio Support Cache (NIRSC) User's Guide, NFES 0968*
  - *Interagency Incident Business Management Handbook* including Geographic Area Supplements
  - *National Fire Equipment Systems Catalog, NFES 0362*
  - DPL contracts for vendors located in the local area
  - A Continuation of Operations Plan (COOP)
  - Fire Danger Operating Plan or other preparedness operating plan\*
  - Current Fire Danger PocketCards\*
  - Fire Management Plan\*
  - Mutual aid/initial attack agreements\*
- \* Local Dispatch Centers only.